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### **GIFT RETURNS**

Always keep your receipts and keep tags on clothing so that returns can be processed quickly.

Ask for gift receipts when purchasing to make returns easier.

No law requires that a consumer be given a refund, credit or replacement so always check the store's return policy before you buy and keep in mind any time limitations they impose. Stores must honor their displayed return policies but they may be more generous than their stated policy so be sure to ask if they will waive their policy especially if you're a regular customer.

When you receive a gift, don't remove the tags or wrapping if you might want to return the item. DVDs and CDs usually cannot be returned in they are opened. And with clothing, if the tag is not on the item, you may not be able to prove where it was purchased.

If you received a gift that you want to return, call the store to check on the return policy especially expiration dates. If you must have a receipt, ask the purchaser for it.

Making returns is often stressful for consumers but keep in mind that it usually is equally stressful for the person behind the counter. A little patience and good humor can make the experience more pleasant and often more successful.

### **THE CONSUMER PROTECTION UNIT**

The Attorney General's Consumer Protection Unit helps consumers resolve problems with businesses. To get information, discuss problems or make a complaint, call our toll-free number from anywhere in Delaware - 800-220-5424. Consumers in New Castle County can also reach us at 577-8600. Helpful consumer information and our complaint form are on-line at [www.state.de.us/attgen](http://www.state.de.us/attgen)